



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Citizens Telecommunications Company of Illinois
d/b/a Frontier Citizens Communications of Illinois
for quarter ending June 30, 2011

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.20	3.20	3.30	3.23
B. Operator Answer Time - Information [730.510(a)(1)]	7.00	3.90	5.00	5.30
C. Repair Office Answer Time [730.510(b)(1)]	57.00	10.00	0.00	22.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	41.00	4.00	0.00	15.00
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	98.00%	98.00%	100.00%	99.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	2.30	2.20	3.00	2.50
H. Percent Repeat Trouble Reports [730.545(c)]	12.00%	12.00%	13.00%	12.00%
I. Percent of Installation Trouble Reports [730.545(f)]	8.00%	9.00%	11.00%	9.00%
J. Missed Repair Appointments [730.545(h)]	83	76	191	117
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments

CTC Illinois



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